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FOR IMMEDIATE RELEASE

Transfort suspends fare collection due to COVID-19 outbreak

Transfort, the transit agency owned by the City of Fort Collins, has suspended fare collection indefinitely due to the COVID-19 (novel coronavirus) outbreak.

The suspension of fares covers all Transfort routes, including MAX, which is the City's bus rapid transit service, and the FLEX, which is the regional service from Fort Collins to Loveland, Longmont, and Boulder. Fares are also waived for Dial-a-Ride trips.

All Transfort routes continue to operate as normal, and the public can use those services free of charge while fares are suspended.

City Manager Darin Atteberry signed the order suspending fares Thursday evening, March 19. A copy of the order is attached to this press release.

Reasons for the fare suspension include: increased difficulty of purchasing tickets and passes due to the closure of transit centers, lower ridership due to more people staying in their homes, economic hardship for some transit users, and that the suspension of fares limits the interaction between drivers and riders, thereby encouraging social distancing.

The public is asked to only use Transfort for essential trips and passengers are asked to attempt to keep at least six feet of distance between other customers and Transfort staff. Passengers are also asked to board from the rear doors of the bus unless they are using a mobility device.

Transfort has been disinfecting driver and passenger areas of its buses in addition to regular nightly cleaning. The South Transit Center and Downtown Transit Center buildings are currently closed, but passengers may board and exit buses at the transit centers.

The fare suspension and Transfort's efforts are part of the City's work to protect employees and the public while continuing to serve the community. These changes are in addition to other closures and cancellations of City facilities and events. For a detailed list of all closures as well as the City's response to COVID-19, visit fcgov.com/coronavirus.

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